

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings of claims in the application:

Listing of Claims:

- 1 | 1. (currently amended) A method for managing a plurality of failures in a
2 | video and data network comprising:
3 | discovering a failure in the video and data network, wherein the failure is a root
4 | cause;
5 | after discovering the root cause failure, correlating the root cause failure with the
6 | plurality of one or more failures to determine related failures that are generated as a result of the
7 | root cause failure;
8 | suppressing the related failures;
9 | determining if the root cause failure is automatically resolvable; and
10 | if the root cause failure is automatically resolvable, resolving the root cause
11 | failure, wherein resolving the root cause failure resolves the related failures.
- 1 | 2. (original) The method of claim 1, wherein the video and data network
2 | comprises a Digital Subscriber Line (xDSL) network.
- 1 | 3. (original) The method of claim 1, wherein the video and data network
2 | comprises a Very high bit rate DSL (VDSL) network.
- 1 | 4. (original) The method of claim 1, further comprising creating a repair
2 | ticket for the root cause failure.
- 1 | 5. (original) The method of claim 1, wherein correlating the failure
2 | comprises:
3 | interacting with a physical network transport inventory; and
4 | determining upstream and downstream physical network elements from the
5 | failure.

1 6. (original) The method of claim 5, wherein correlating the failure
2 comprises:
3 correlating related failures from the upstream and downstream physical network
4 elements with the failure.

1 7. (currently amended) The method of claim 1, further comprising
2 determining one or more ~~user's~~customers using the video and data network affected by the root
3 cause failure.

1 8. (currently amended) The method of claim 7, wherein determining one or
2 more ~~user's~~customers affected by the failure comprises using customer data to correlate the one
3 or more ~~users~~customers to the failure.

1 9. (currently amended) The method of claim 7, , further comprising
2 notifying the one or more ~~user's~~customers affected by the failure.

1 10. (currently amended) The method of claim 7, further comprising opening a
2 repair ticket in one or more records of the one or more ~~user's~~customers affected by the failure.

1 11. (original) The method of claim 10, further comprising determining when
2 the failure was resolved.

1 12. (currently amended) The method of claim 11, further comprising closing
2 the repair ticket in the one or more records of the one or more ~~user's~~customers affected by the
3 failure when the failure has been resolved.

1 13. (currently amended) The method of claim 12, further comprising
2 notifying the one or more ~~user's~~customers affected by the failure when the failure is resolved.

1 14. (original) The method of claim 11, further comprising validating the
2 resolution of the failure.

1 15. (original) The method of claim 14, wherein validating the resolution of
2 the failure comprises testing a physical connectivity of the video and data network.

1 16. (original) The method of claim 14, wherein validating the resolution of
2 the failure comprises testing a virtual connectivity of the video and data network.

1 17. (original) The method of claim 1, further comprising storing the failure in
2 a history of failures.

1 18. (new) A method for managing alarms in a video and data network
2 comprising:
3 receiving an alarm from a network element in the video and data network;
4 determining if the alarm is a root cause alarm;
5 if the alarm is not a root cause alarm, determining the root cause alarm, the root
6 cause alarm being a root cause of the alarm;
7 correlating the root cause alarm with one or more alarms to determine related
8 alarms generated as a result of the root cause alarm;
9 determining one or more customers receiving services from the video and data
10 network that are affected by the root cause alarm;
11 determining if the root cause failure is automatically resolvable; and
12 if the root cause failure is automatically resolvable, resolving the root cause
13 failure, wherein the resolution resolves any alarms affecting the one or more customers receiving
14 services from the video and data network, wherein the one or more alarms are resolved by
15 resolving the root cause alarm.

1 19. (new) A telecommunications device for managing failures in a video and
2 data network, the telecommunications device comprising:
3 logic to discover a failure in the video and data network, wherein the failure is a
4 root cause;

5 after discovering the root cause failure, logic to correlate the root cause failure
6 with one or more failures to determine related failures that are generated as a result of the root
7 cause failure;
8 logic to suppress the related failures;
9 logic to determine if the root cause failure is automatically resolvable; and
10 if the root cause failure is automatically resolvable, logic to resolve the root cause
11 failure, wherein resolving the root cause failure resolves the related failures.

1 20. (new) The telecommunications device of claim 19, wherein the video and
2 data network comprises a Digital Subscriber Line (xDSL) network.

1 21. (new) The telecommunications device of claim 19, wherein the video and
2 data network comprises a Very high bit rate DSL (VDSL) network.

1 22. (new) The telecommunications device of claim 19, further comprising
2 creating a repair ticket for the root cause failure.

1 23. (new) The telecommunications device of claim 19, wherein correlating
2 the failure comprises:
3 interacting with a physical network transport inventory; and
4 determining upstream and downstream physical network elements from the
5 failure.

1 24. (new) The telecommunications device of claim 19, further comprising
2 determining one or more customers using the video and data network affected by the root cause
3 failure.

1 25. (new) The telecommunications device of claim 24, wherein determining
2 one or more customers affected by the failure comprises using customer data to correlate the one
3 or more customers to the failure.

- 1 26. (new) The method of claim 24, further comprising notifying the one or
2 more user's affected by the failure.